

Consortium Meeting Minutes – July 19, 2017

Welcome & Introductions – Craig Olson, Deputy Chief & Maria Petersen, Police Administration Manager

- Kathleen Livingston, Operations Supervisor - APD, was honored for her 30+ years of service. This is her last Consortium Meeting. She will be retiring at the end of September 2017 and was presented with a Certificate of Appreciation.

Night to Unite – Kristi Rollwagen, Emergency Programs Manager

- The Night to Unite Block Party will be held on Tuesday, August 1, 2017 from 11:00a-3:00p on the Upper-East Mezzanine Level of Terminal 1. The footprint of the event is condensed because of construction. If your company would like a table, contact Kristi Rollwagen soon as they are filling up fast. The theme is around “See Something, Say Something” and Tote Bags will be given away.

Security Topics – Craig Olson, Deputy Chief

- Employee Portal Enhanced Screening – In the next few months you will see enhanced screening at the employee portals at both terminals; the use of hand wands, etc. Please let your employees know this new security measure is coming.
- Jet Bridges – There has been an increase of incidents where jet bridge doors are not being shut. Whoever opens the door is responsible for shutting them. We are doing some testing on two measures that we are looking at to help alleviate this issue: 1) reducing the door shunt time allowed by 50% 2) louder door alarms.
- Disposal of Items – If passengers want to dispose items at the ticketing area that may cause some concern, please watch to make sure they are disposed of properly. If necessary, contact the police department to dispose of the item.

Employee Access Issues – Steve Nix, Regulatory Compliance Administrator

- Send all access questions and requests on the proper form to the access@mspm.org email. This is the quickest way to get a response as the mailbox is being monitored at all times.
- Thank you for your response to the access reduction initiative and setting up of the employee portals. There have been many requests to change how employees get from public to sterile, but for the time being it will remain the same. We appreciate your patience.
- There are continuing discussion with stakeholders regarding items that can be brought in through the portals.
- If you have escort privileges with your badge, you must retain physical sight/control of the individual(s) you escort at all times in the sterile areas. The best option for those who need access to the sterile side is to request a concourse pass as they will then be screened at one of the checkpoints.
- If are escorting a large group through the employee portals, please consider the time of day you are doing this as it slows everyone down. Try to avoid the morning and evening rush times.

Quarterly Concession Audit Results – Sergeant Shawn Boyer

- Concessions Audits are performed to ensure TSA prohibited items are properly secured in the sterile areas of the airport. This is our third audit and there was one violation; hammer was able to be removed from the store in the sterile area. Most of the advisements were because the knife audits were not being completed. Please make sure they are being completed.
 - Zone 1 – 1 Violation, 3 advised
 - Zones 3 and 5 – No Violations, 3 advised
 - Zones 6 and 7 – No Violations, 2 advised

- Zones 2 and 8 – No Violations, 1 advised
- Zone 4 – No Violations, 0 advised

TSA Comprehensive Audit – Chris Knowles, Transportation Security Inspector-Aviation

- The TSA Comprehensive Audit was recently completed and there were multiple occurrences of badges not being displayed properly and individuals not being challenged. Many letters were sent to the individuals, not the air carriers. There were no repeat offenders in the group. If this does happen, there will be fines and progressive discipline. When the audit was being done, individuals were wearing vests and not being challenged. Make sure that your employees are looking for badges and not just a vest.
- The daily knife inventory is a newer requirement and something that was being looked at during the quarterly audits. Since it is new, there is an increased focus on it. Please make sure you are familiar with the procedure and contact Chris Knowles or Sergeant Shawn Boyer with any questions.

Learn Center –Tim Blaylark, Training Coordinator

- We are limiting the amount of attendees from one company to 10 per session. It takes about 2.5 hours to complete the class with the instructor portion and testing.
- Individuals that come to the class without the proper documentation slows down the check in process. Make sure they have:
 - Proper documents
 - ID's
 - Talked to a signer before they come down so they are on the class list
 - Class passes are helpful
 - Class needs to be taken within 30 days; if it is longer than that, the process starts all over again

Badging Hot Topics – Jake Hoehn, Badging Supervisor

- Changes have been made to the mymspconnect.com badging tab to make it more useful. Have your signers look at the website.
 - FAQs
 - Lost Badge
 - Renewing your Badge
 - Forms
 - Vendor/Contractor/Tenant Process
- [Badging Services Appointment Instructions](http://mymspconnect.com/badging) and how to join the Walk-In Badging Queue are available at mymspconnect.com/badging. Please print off the detailed instructions and post them by timeclocks, in break rooms, give them to supervisors to pass on the information to employees. Make sure new applicants have the instructions to alleviate confusion.
- If the Walk-In option is not seen on the website, it means it is full or after business hours. The Walk-In Queue opens at 6:45a on Monday, Tuesday, Thursday and Friday; on Wednesday, the queue opens at 5:45a. Helpful hints:
 - Sign up for the Walk-In Queue early; sometimes fills up fast
 - Watch messages – available times fluctuate throughout the day
 - Read all text messages
 - You can only rejoin the line once
 - Must be there within 1 minute of being summoned or you are taken out of the line
 - You can add more time
 - Badges need to be renewed within 30 days of expiration
- When employees with multi-company badges are terminated from one of the companies listed, the entire badge is deactivated. Confiscate the badge when possible and return it to the badging office. The employee must schedule an appointment/use walk-in queue and bring a new application for any company they are still employed with, along with ID's.

- Employees coming in for badge renewals that have been fingerprinted since early 2015 will not have to be re-fingerprinted. We can re-submit the fingerprints we have on file to. The fingerprinting fees still apply.
- The Non-Returned Badge Fee has been in place since March 11, 2017 and there have been 168 fees billed. This is a large number. Remember to bring the badges back within 10 days of the deactivation notice you send.
- In the next month or two there will be a new Badging Application and it will be posted on mymspconnect.com.
 - Signers can “check mark” which ID’s they are checking when reviewing the application and those ID’s will need to be brought to the badging office
 - Multiple applications will not be necessary as there will be a spot to list primary and secondary companies
- There will be extended hours for the Badging Office in July for Walk-Ins.
- A Newsletter will be sent out within the next week or so. The Newsletters and Consortium Meeting Minutes will be posted on mymspconnect.com.

Clearance, Dead File & Denial Processes – Kathleen Livingston, Operations Supervisor, Heidi Leonard, Airport Security Specialist & Officer Luis Oliveira

- Clearance – If you send in 10 people on the same day, they may not all clear at the same time. It usually takes about 7-10 days and some things may slow it down:
 - People born out of the country may take longer
 - Not all alias names are listed on their application
 - TSA may want more information
 - Officer Oliveira may have to adjudicate something on their fingerprint results
 - Sometimes there is a glitch in the government website
- There are a lot of people letting their badge expire. When this happens, they have to start the process all over again.
- Please do not have applicants call to see where they are at in the process. If it has been over 10 days, a signer or manager can contact Heidi Leonard to see where they are at in the process.
- Since the beginning of the year, over 5000 people have been cleared.
- Dead File – Approximately 25% of individuals fingerprinted have a criminal history, but may not disqualify them from getting a badge at the airport. Applicants who do not provide required court documentation or have outstanding warrants that do not get taken care of within 30 days become a “dead file”. Biggest problem is not having the correct phone number for Officer Oliveira to contact the applicant to discuss what needs to be cleared up to move forward in the process.
- Denials – On the Badging Applications, List of Crimes: “Unlawful possession, use, sale, distribution, or manufacture of an explosive or weapon.” is the often misunderstood. Many people think this is only related to narcotics. Any conviction for a misdemeanor possession of a weapon is disqualifying. This includes: replica guns, BB guns, knives, brass knuckles, etc.
- Statistically there are approximately 60-65 denials each year. This is a small number compared to all those we badge, but by understanding the disqualifying crimes, we can reduce the time spent attempting to clear them and extra fingerprinting costs. Make sure your signers help the applicant read through the list and contact Kathleen Livingston or Officer Oliveira with any questions. So far this year, 38 people have been denied.
- If applicants are arrested within days of their badge request submission and haven’t been charged yet, this needs to be cleared up before they can get a badge.
- Make sure all companies are still doing background checks and don’t rely only on Officer Oliveira’s findings. Many times individuals have extensive criminal records where felony charges are dropped down to a misdemeanor or gross misdemeanor. This will not stop them from getting a badge.

Authorized Signer Portal “Sneak Peak” – Maria Petersen, Police Administration Manager

- Over the past 16 months, we have been working with Honeywell to create the Authorized Signer Portal and are hoping it will be available sometime this fall. It will give real-time information. There are some internal security issues that need to be worked out and are hoping to get some in depth testing started within the month.
- We will be reaching out to two or three companies to help with testing once we hit the production phase.
- Honeywell is going to be offering this technology to other airports besides MSP. We have been able to get some customization into the program while developing the system with Honeywell.
- Once the signers have completed the training, they will get log in information.
- The “Dashboard” will give real-time information.
- The “Status” page will show where the applicant is in the process. In the initial rollout, badging applications will still be turned in. Hopefully by next year, there will be an online application.
- The “Individual Information” page will show contact information, type of badge issued, when it expires, etc.
- You will be able to “Filter Records” to show what badges are expiring within a certain amount of time.
- There will be a page to show “Authorized Signers”.
- You will be able to export reports to excel.

Next MSP Consortium Meeting: October 18, 2017